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1-29-01
M.L.

ATTORNEY'S DOCKET NO: C0441/7166

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,232
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE ANALYSIS IN
SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents
Washington, D.C. 20231

SECOND PRELIMINARY AMENDMENT

Applicant submits herewith formal drawings for the above case, and wishes to make the following amendments to conform the drawings with the specification.

- ◆ On page 17, line 10, replace --Fig. 29-- with --Fig. 29a--;
- ◆ On page 17, line 10, insert after "and" --Figure 29b is--;
- ◆ On page 23, line 27, replace reference numeral "32" with --13--;
- ◆ On page 28, line 20, replace reference numeral "(69" with --(67--;
- ◆ On page 28, line 23, replace reference numeral "32" with --13--;
- ◆ On page 66, line 15, replace "Fig. 29" with --Fig. 29b--;
- ◆ On page 66, line 16, insert after "data" --Fig. 29a--;

On page 74, line 4, replace "Fig. 39" with --Fig. 38--;



Respectfully submitted,

By: 
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